

Customer Service Report for ASB



For the period: Wednesday, October 01, 2008 12:00:00 AM to Friday, October 31, 2008 11:59:59 PM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	ASB	Web	Other	DCS	ASB	Other	DCS	ASB	Other	To Close
Accounts											
Web Sponsor	1	0	0	0	0	1	0	0	0	0	0
ADB											
Printing	1	0	0	0	0	0	0	0	1	0	36
ASR											
Colocation-OFF	0	0	0	3	0	1	0	0	2	0	0
Colocation-ON	0	2	0	5	0	2	0	0	3	2	0
Other	0	0	0	7	0	6	0	0	1	0	0
Unix	0	0	0	4	0	3	0	0	1	0	0
Hardware											
Servers/Request	1	0	0	0	0	1	0	0	0	0	0
OS/390											
Other Software	0	1	0	0	0	0	0	0	1	0	0
Printer/VPS	0	0	0	18	0	1	0	0	17	0	0
Grand Total:	3	3	0	37	0	15	0	0	26	2	1

Total Tickets Closed: 28

Total Tickets Assigned/Pending/Checked Out: 15

Total Tickets Created: 43